



09/944,676

**PATENTS**

**UNITED STATES PATENT AND TRADEMARK OFFICE**

Application:	09/944,676	Examiner:	Mosser, Kathleen M
Filed:	August 31, 2001	Art Unit:	3713
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0538115
Title:	<b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b>		

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**AMENDMENT AND RESPONSE**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 07/08/2005, please amend the above-referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

**Remarks** begin on page 7 of this paper.